



CITY OF HOUSTON

Job Posting

1	Applications accepted from:	ALL PERSONS INTERESTED
2	Job Classification	CUSTOMER SERVICE REPRESENTATIVE I
3	Posting Number	PN #109681
4	Department	Municipal Courts Administration
5	Division	Court Services
6	Section	Community Services and Defensive Driving
7	Reporting Location	1400 Lubbock
8	Workdays & Hours	All Shifts, days, and holidays* <i>*Subject to change</i>

9 **DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS**  
Researches, analyzes and resolves customer complaints to provide quality customer assistance; provides information from Municipal Courts data system; performs data entry activities to record information and court-related transactions; other office clerical and customer service related responsibilities as assigned, which will include, but not limited to interviewing defendants for Community Service, assigning defendants to agencies and assisting citizens with inquiries via telephone or in-person. Maintain highest professional level of customer service by utilizing efficient problem-solving techniques to address customer concerns and inquiries.

10 **WORKING CONDITIONS**  
General office conditions. May require long periods of standing at Counter. Will require working weekends, holidays, and shifts.

11 **MINIMUM EDUCATIONAL REQUIREMENTS**  
Basic knowledge of reading, grammar, spelling, punctuation and simple mathematical functions as might normally be acquired through attainment of a high school diploma or GED.

12 **MINIMUM EXPERIENCE REQUIREMENTS**  
Six (6) months of administrative or customer service related experience are required.

13 **MINIMUM LICENSE REQUIREMENTS**  
None

14 **PREFERENCES**  
Heavy documented and verifiable customer service experience. Experience in a court environment. Proficient in Windows and Microsoft Office environment (Outlook, Excel, PowerPoint, Word, etc.)

15 **SELECTION/SKILLS TESTS REQUIRED**  
None. However, the department may administer and the applicant must successfully complete a computer skills assessment

16 **SAFETY IMPACT POSITION**    ☐ Yes    ☒ No  
If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

17 **SALARY INFORMATION**  
Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:  
  

Salary Range - Pay Grade 13  
\$824.00 - \$1,484.00 Biweekly                      \$21,424.00 - \$38,584.00 Annually

18 **OPENING DATE**                      March 29, 2006

19 **CLOSING DATE**                      April 4, 2006

20 **APPLICATION PROCEDURES**  
Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1<sup>st</sup> floor. **Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 221-0243. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**  
  
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